



F000 Basic Services

## F010 Basic Information

**Summary** F010 describes reasons for nondelivery of mail, address adjustments (e.g., renumbering of streets), and how undeliverable-as-addressed mail is handled. It describes treatment of ancillary endorsements for all classes of mail. It also covers treatment of undeliverable mail with enclosures, mixed classes, and dead mail.

### 1.0 NONDELIVERY OF MAIL

Mail can be undeliverable for these reasons:

- a. No postage.
- b. Incomplete, illegible, or incorrect address.
- c. Addressee not at address (unknown, moved, or deceased).
- d. Mail unclaimed.
- e. Mail refused by the addressee at time of delivery.
- f. Mail refused by the addressee after delivery when permitted.
- g. Minimum criteria for mailability not met.

### 2.0 USPS ADDRESS ADJUSTMENTS

**Types of Adjustments** Mail can be undeliverable because of USPS adjustments such as the following:

- 2.1
  - a. Renumbering of houses.
  - b. Renaming of streets.
  - c. Conversion from rural-style addresses (rural route and box number or highway contract route and box number) to city-style addresses (house number and street name).
  - d. Realignment of rural or highway contract routes.
  - e. Conversion from rural or highway contract service to city delivery service.
  - f. Consolidation of routes.
  - g. Consolidation of post offices or adjustment of delivery districts.

**Charges** For 3 years after the date when the new address information appears in Address Information System (AIS) products, a mailer who regularly sends bulk mailings into an area affected by USPS adjustments is not charged for requested corrections to galley lists when such corrections relate to those adjustments.

**Disposal** Mail that is undeliverable because of USPS adjustments is redirected and delivered to the destination without an additional postage charge as follows:

- 2.3
  - a. For an adjustment under [2.1a](#) through [2.1c](#), for 1 year from the date when the new address appears in the AIS bimonthly products released in February, April, June, August, October, and December.
  - b. For an adjustment under [2.1d](#) through [2.1g](#), for 1 year from the end of the month in which the adjustment occurs.
  - c. For mail bearing the simplified address “Rural Route Box Customer,” “Highway Contract Route Box Customer,” or “Post Office Box Customer,” either for 90 days or until the next June 30, whichever is later.



**Records**  
2.4 Records of address changes caused by USPS adjustments are kept by the local post office for 3 years.

### 3.0 DIRECTORY SERVICE

USPS letter carrier offices give directory service to the types of mail listed below that have an insufficient address or cannot be delivered at the address given (the USPS does not compile a directory of any kind):

- a. Mail with special services (certified, COD, registered, special handling).
- b. Foreign, except circulars. (Foreign mail received in quantities with letter-class postage but the general characteristics of circular mail is not given directory service.)
- c. Mail from overseas Armed Forces.
- d. Parcels mailed at any Package Services rate or endorsed by the mailer.
- e. Perishable matter.
- f. Official USPS mail.
- g. Express Mail Next Day Service (Post Office to Addressee only).

### 4.0 BASIC TREATMENT

**General**  
4.1 All nonmailable and nonstandard mailpieces are returned to the sender. Other mail that is undeliverable as addressed is forwarded, returned to the sender, or treated as dead mail, as authorized for the particular class of mail. Undeliverable-as-addressed mail is endorsed by the USPS with the reason for nondelivery as shown in [Exhibit 4.1](#).

**Official Mail**  
4.2 Official mail is treated the same as mail for the general public. All fees and services must be paid or collected on delivery of mail or address correction notices.

**Mailer Endorsement**  
4.3 A mailer endorsement is used to request forwarding, return, or address correction service. This endorsement (and other marking) must be prepared under [M012](#). The endorsements authorized for each class of mail and the required wording are listed in the charts according to class of mail.

**Order**  
4.4 The information in these charts is associated with a customer's change-of-address order. Information on temporary changes of address is not provided.

**Special Services**  
4.5 Mail with special services is treated according to the charts for each class of mail in [5.0](#), except that:

- a. Undeliverable-as-addressed certified mail is treated as First-Class Mail.
- b. All insured First-Class Mail is forwarded and returned at no additional cost. All insured Standard Mail and Package Services is forwarded or returned.
- c. Parcels with special handling that are undeliverable as originally addressed and forwarded to the addressee continue to receive special handling service without an additional special handling fee.
- d. Undeliverable-as-addressed return receipt for merchandise mail receives the treatment appropriate for the class of mail of the host piece.
- e. All registered mail items are treated as registered while they are being forwarded or returned.

**Metered Pieces**  
4.6 Mail paid by postage meter that does not have a delivery address and a return address is returned to the post office of mailing. The reason for nondelivery is



attached but the address correction fee is not charged. The piece is returned to the meter licensee upon payment of the applicable return postage.

# USPS Endorsements for Mail Undeliverable as Addressed

[9-7-00]  
Exhibit 4.1

Endorsement	Reason for Nondelivery
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with <a href="#">D042.2.5</a> through <a href="#">D042.2.7</a> .
Illegible*	Address not readable.
In Dispute*	Mail returned to sender by order of chief field counsel (or under <a href="#">D042</a> ) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address*	Mail from another post office without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
Moved, Left No Address	Addressee moved and filed no change-of-address order.
No Mail Receptacle*	Addressee failed to provide a receptacle for receipt of mail.
No Such Number*	Addressed to nonexistent number and correct number not known.
No Such Office in State*	Addressed to nonexistent post office.
No Such Street*	Addressed to nonexistent street and correct street not known.
Not Deliverable as Addressed—Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.
Outside Delivery Limits*	Addressed to location outside delivery limits of post office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.
Refused*	Addressee refused to accept mail or pay postage charges on it.
Returned for Better Address*	Mail of local origin incompletely addressed for distribution or delivery.
Returned for Postage	Mail without postage or indication that postage fell off.
Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law*	Mail returned to sender under false representation order and lottery order.
Returned to Sender Due to Addressee's Violation of Postal False Representation Law*	Mail returned to sender under false representation order.
Returned to Sender Due to Addressee's Violation of Postal Lottery Law*	Mail returned to sender under lottery order.
Temporarily Away*	Addressee temporarily away and period for holding mail expired.
Unclaimed*	Addressee abandoned or failed to call for mail.
Undeliverable as Addressed, Missing PMB or # Sign	Failure to comply with <a href="#">D042.2.6e</a> .
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

\* When an alternative address format is used on Periodicals, the publisher is notified of nondelivery only for those reasons marked with an asterisk (\*). The exceptional address format cannot be used on: Express Mail; mail with any special service; mail sent with any ancillary service endorsement; or mail sent to any overseas post office.

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**5.0 CLASS TREATMENT FOR ANCILLARY SERVICES****Priority Mail and  
First-Class Mail****5.1**

Undeliverable Priority Mail and First-Class Mail (including stamped cards and postcards) are treated as described in the chart below and in the additional conditions listed. During months 13 through 18, pieces are returned to the sender with an on-piece address correction at no charge.

Mailer Endorsement	USPS Action on UAA Pieces
<b>“Address Service Requested”<sup>1</sup></b>	<b>Months 1 through 12:</b> piece forwarded; no charge; separate notice of new address provided; address correction fee charged. <b>Months 13 through 18:</b> piece returned with new address attached; no charge. <b>After month 18, or if undeliverable:</b> piece returned with reason for nondelivery attached; no charge.
<b>“Forwarding Service Requested”</b>	<b>Months 1 through 12:</b> piece forwarded; no charge. <b>Months 13 through 18:</b> piece returned with new address attached; no charge. <b>After month 18, or if undeliverable:</b> piece returned with reason for nondelivery attached; no charge.
<b>“Return Service Requested”</b>	Piece returned with new address or reason for nondelivery attached; no charge.
<b>“Change Service Requested”</b>	Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS. Use of this endorsement is limited to mail participating in electronic Address Change Service (ACS). It may be used only for: 1) pieces mailed at First-Class rates (excluding live animals) that bear the proper ACS codes, and 2) mailpieces mailed at Priority Mail rates that contain perishable matter (excluding live animals), bear the proper ACS codes, and that bear the endorsement “Perishable.” This endorsement is not available for mail with special services (e.g., certified or registered mail) or for Priority Mail containing non-perishable matter, or for any mail that contains live animals.
<b>“Temp—Return Service Requested”</b>	Piece returned with new address or reason for nondelivery attached; no charge. If temporary change of address, piece forwarded; no charge. No separate notice of new temporary change-of-address provided.
No endorsement	Same as USPS action for “Forwarding Service Requested.”

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

- a. Forwarding address information is not provided for mail with the exceptional address format.
- b. The Priority Mail portion of a Priority Mail drop shipment receives the forwarding, return, and address correction services described in this chart. The mail enclosed in a Priority Mail drop shipment receives the services appropriate for its class.
- c. First-Class Mail and Priority Mail that bear Standard Mail markings and endorsements as permitted in [E600](#) and [P100](#) receive forwarding, return, and address correction services for Standard Mail under [5.3](#).



**Periodicals**  
5.2 Undeliverable Periodicals publications (including publications pending Periodicals authorization) are treated as described in the chart below and under these conditions:

Mailer Endorsement	USPS Action on UAA Pieces
"Address Service Requested" <sup>1</sup>	<b>First 60 days:</b> piece forwarded; no charge. <b>After 60-day period, or if undeliverable:</b> piece returned with address correction or reason for nondelivery attached; single-piece First-Class or Priority Mail rate as applicable for weight of piece charged.
"Forwarding Service Requested"	Not available for Periodicals.
"Return Service Requested"	Not available for Periodicals.
"Change Service Requested"	Not available for Periodicals.
No endorsement <sup>1</sup>	<b>First 60 days:</b> piece forwarded; no charge. <b>After 60-day period, or if undeliverable:</b> separate address correction or reason for nondelivery provided; address correction fee charged; piece disposed of by USPS.

**1. Valid for all pieces, including Address Change Service (ACS) participating pieces.**

- a. When a change of address is filed, copies of Periodicals publications bearing the old address are forwarded to the new address even if the copies show the sender's request for return.
- b. Address correction service is mandatory for all Periodicals publications, and the address correction service fee must be paid for each notice issued.
- c. Address correction service (including Address Change Service (ACS)) is provided for the first issue after 60 days for all publications, unless copies are to be returned at the publisher's request. ACS participants may receive the change notice before day 60, if so requested. Copies received after the address correction notice is mailed are disposed of by the USPS. When copies of the publication cannot be forwarded, the address correction notice is prepared for the first undeliverable issue of the publication received. Forms 3579 are mailed to publishers at least once a week.
- d. Publications with an exceptional form of address are delivered to the address when possible; they are not forwarded. A notice with the reason for the nondelivery of a publication is sent to the publisher only if the copy cannot be delivered to the current address.
- e. The publisher may request the return of copies of undelivered Periodicals publications by printing the endorsement "Address Service Requested" on the envelopes or wrappers, or on one of the outside covers of unwrapped copies, immediately preceded by the sender's name, address, and ZIP+4 or 5-digit ZIP Code. The per piece rate charged for return is the appropriate single-piece First-Class Mail or Priority Mail rate as applicable for the weight of the piece. When the address correction is provided incidental to the return of the piece, there is no charge for the correction. This endorsement obligates the publisher to pay return postage.
- f. A publisher of Periodicals publications may request a refund of the fees paid for duplicate address correction notices on Forms 3579 provided by the USPS if the customer submitted a change-of-address order and the first and duplicate notices are provided on magnetic tape by ACS or on hard copy by a Computerized Forwarding System (CFS) unit. The refund request must be supported by documentation showing the number of duplicate notices received. The USPS does not process refunds for duplicate notices if:
  - (1) The customer did not submit a change-of-address order.



- (2) The original and duplicate notices are not provided both by ACS or both by CFS.
- (3) The publisher does not submit documentation to support the refund amount.

g. Periodicals matter is forwarded only to domestic addresses.

**Standard Mail**  
5.3

Undeliverable Standard Mail is treated as described in the chart below and under these conditions:

Mailer Endorsement	USPS Action on UAA Pieces
<b>“Address Service Requested”<sup>1</sup></b>	<p><b>Months 1 through 12:</b> piece forwarded; no charge; separate notice of new address provided; address correction fee charged.</p> <p><b>Months 13 through 18:</b> piece returned with new address attached; only weighted fee charged (address correction fee not charged).</p> <p><b>After month 18, or if undeliverable:</b> piece returned with reason for nondelivery attached; only weighted fee charged (address correction fee not charged).</p>
<b>“Forwarding Service Requested”</b>	<p><b>Months 1 through 12:</b> piece forwarded; no charge.</p> <p><b>Months 13 through 18:</b> piece returned with new address attached; only weighted fee charged (address correction fee not charged).</p> <p><b>After month 18, or if undeliverable:</b> piece returned with reason for nondelivery attached; only weighted fee charged (address correction fee not charged).</p>
<b>“Return Service Requested”</b>	Piece returned with new address or reason for nondelivery attached; only return postage at single-piece First-Class or Priority Mail rate as applicable for weight of piece charged (address correction fee not charged).
<b>“Change Service Requested”<sup>1</sup></b>	<p>Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS.</p> <p>This endorsement is not available for mail with special services (e.g., insured, Delivery Confirmation).</p>
No endorsement	Piece disposed of by USPS.

**1. Valid for all pieces, including Address Change Service (ACS) participating pieces.**

- a. Mail that qualifies for a single-piece Media Mail or Library Mail rate under the applicable standards is forwarded and returned at that rate, if the mailer's endorsement includes the name of the applicable subclass.
- b. Mail that qualifies for Shipper Paid Forwarding (F020) under the applicable standards is forwarded at and (if necessary) returned at the single-piece First-Class or Priority Mail rate as applicable for the weight of the piece.
- c. If a piece or any attachment is not opened by the addressee and the mailer has guaranteed forwarding and return postage, the addressee may refuse delivery of the mail and have it returned to the mailer without affixing additional postage. If a piece or any attachment is opened by the addressee, the addressee must pay the required postage to return the mail to the sender.
- d. Address correction service is not provided for mail with the exceptional address format.
- e. Standard Mail with insurance, return receipt for merchandise, or Delivery Confirmation must be endorsed “Address Service Requested,” “Forwarding Service Requested,” or “Return Service Requested.”



- f. When a large volume of identical-weight pieces originates from a single mailer and is endorsed “Return Service Requested,” the USPS may use the weight of a sample of at least 25 pieces and divide that weight by the number of pieces in the sample. After the average per piece weight is determined, the pieces are weighed in bulk to determine the number of pieces subject to the single-piece rate for return. Pieces of identical weight counted in this manner, regardless of weight, are returned to the sender with the new address or the reason for nondelivery endorsed on the piece.
- g. The weighted fee is the appropriate single-piece First-Class or Priority Mail rate, as applicable for the weight of the piece, multiplied by 2.472 and rounded up to the next whole cent (if the computation yields a fraction of a cent). The weighted fee is computed (and rounded if necessary) for each piece individually. Neither the applicable postage, the factor, nor any necessary rounding is applied cumulatively to multiple pieces. The fee is charged when an unforwardable or undeliverable piece is returned to the sender and the piece is endorsed “Address Service Requested” or “Forwarding Service Requested.” These endorsements obligate the sender to pay the weighted fee on all returned pieces.
- h. Mail that qualifies for Bulk Parcel Return Service (BPRS) under the applicable standards in [S924](#) is returned at the BPRS per piece fee if the mailer uses one of the endorsements that includes “— BPRS.”

Mailer Endorsement	USPS Action on UAA Pieces
“Return Service Requested — BPRS”	Piece returned with new address or reason for nondelivery attached; only the Bulk Parcel Return Service fee charged (address correction fee not charged).
“Address Service Requested — BPRS”	<p><b>Months 1 through 12:</b> piece forwarded; no charge to addressee; separate ACS notice of new address provided; ACS address correction fee and postage at single-piece First-Class or Priority Mail rate as applicable for weight of piece charged via ACS participant code.</p> <p><b>Months 13 through 18:</b> piece returned with new address attached; only the Bulk Parcel Return Service fee charged (address correction fee not charged).</p> <p><b>After month 18, or if undeliverable:</b> piece returned with reason for nondelivery attached; only Bulk Parcel Return Service fee charged (address correction fee not charged).</p>

- i. Standard Mail is forwarded only to domestic addresses.





**Package Services** 5.4 Undeliverable Package Services is treated as described in the chart below and under these conditions:

Mailer Endorsement	USPS Action on UAA Pieces
<b>“Address Service Requested”<sup>1</sup></b>	<p><b>Months 1 through 12:</b> piece forwarded locally at no charge; forwarded out of town as postage due; separate notice of new address provided; address correction fee charged.</p> <p><b>Months 13 through 18:</b> piece returned with new address attached; only return postage at appropriate single-piece rate charged (address correction fee not charged).</p> <p><b>After month 18, or if undeliverable, or addressee refused to pay postage due:</b> piece returned with reason for nondelivery attached; only forwarding (where attempted) and return postage at appropriate single-piece rate charged (address correction fee not charged).</p>
<b>“Forwarding Service Requested”</b>	<p><b>Months 1 through 12:</b> piece forwarded locally at no charge; forwarded out of town as postage due.</p> <p><b>Months 13 through 18:</b> piece returned with new address attached; only return postage at appropriate single-piece rate charged (address correction fee not charged).</p> <p><b>After month 18, or if undeliverable, or addressee refused to pay postage due:</b> piece returned with reason for nondelivery attached; only forwarding (where attempted) and return postage at appropriate single-piece rate charged (address correction fee not charged).</p>
<b>“Return Service Requested”</b>	Piece returned with new address or reason for nondelivery attached; only return postage at appropriate single-piece rate charged (address correction fee not charged).
<b>“Change Service Requested”<sup>1</sup></b>	<p>Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS.</p> <p>This endorsement is not available for mail with special services (e.g., insured or Delivery Confirmation).</p>
No endorsement	<p>Same as USPS action for “Forwarding Service Requested.”</p> <p>Exception: Bound Printed Matter with no special service added is disposed of by USPS.</p>

**1. Valid for all pieces, including Address Change Service (ACS) participating pieces.**

- a. Forwarding address information is not provided for mail with an exceptional address format.
- b. If the piece or any attachment is not opened by the addressee, the addressee may refuse delivery of the mail and have it returned to the sender without forwarding or return postage and still have other Package Services forwarded. If a piece or any attachment is opened by the addressee, it may not be refused and additional postage is required for remailing. If the addressee does not want to pay forwarding postage for all Package Services, the addressee must request the postmaster of the new address to use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package Services.
- c. Bound Printed Matter with no ancillary service endorsement and no special service is disposed of by USPS. It is not forwarded or returned to sender. Bound Printed Matter with no ancillary service endorsement with a special service is treated as if it is endorsed “Forwarding Service Requested.”





- d. Package Services bearing a postage meter stamp from a customer meter that is unaddressed and without a return address (undeliverable) is returned to the post office of mailing. The reason for nondelivery is attached without charging the address correction fee. The piece is returned to the meter licensee on payment of the return postage.
- e. Package Services is forwarded only to domestic addresses.

**Express Mail**  
5.5

Undeliverable Express Mail is treated as described in the chart below in the additional conditions listed. During months 13 through 18, pieces are returned to the sender with an on-piece address correction at no charge.

Mailer Endorsement	USPS Action on UAA Pieces
"Address Service Requested"	<p><b>Months 1 through 12:</b> piece forwarded; no charge; separate notice of new address provided; address correction fee charged.</p> <p><b>Months 13 through 18:</b> piece returned with new address attached; no charge.</p> <p><b>After month 18, or if undeliverable:</b> piece returned with reason for nondelivery attached; no charge.</p>
"Forwarding Service Requested"	<p><b>Months 1 through 12:</b> piece forwarded; no charge.</p> <p><b>Months 13 through 18:</b> piece returned with new address attached; no charge.</p> <p><b>After month 18, or if undeliverable:</b> piece returned with reason for nondelivery attached; no charge.</p>
"Return Service Requested"	Piece returned with new address or reason for nondelivery attached; no charge.
"Change Service Requested"	Not available for Express Mail.
No endorsement	Same as USPS action for "Forwarding Service Requested."

- a. Directory service is provided for Express Mail that cannot be delivered because of an incorrect or incomplete address.
- b. The Express Mail portion of an Express Mail drop shipment receives the forwarding, return, and address correction services described in the chart below. The enclosed mail receives the services appropriate for its class.
- c. Undeliverable and unclaimed Express Mail, for which the sender has not provided instructions, is held by the USPS for 5 workdays unless the article is refused or the sender has specified that the article be held longer (not to exceed 30 days).
- d. Undeliverable Express Mail that is not held under 5.5c or that is unclaimed after 5 workdays is returned to the sender at no additional postage. (The sender may place an instruction in the return address directing the return of undeliverable items after fewer than 5 workdays.)

## 6.0 ENCLOSURES AND ATTACHMENTS

**Periodicals**  
6.1

Undeliverable Periodicals publications (including publications pending Periodicals authorization) with a nonincidental First-Class Mail attachment or enclosure are returned at the single-piece First-Class Mail or Priority Mail rate as applicable for the weight of the piece. The weight of the attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable Periodicals publications (including publications pending Periodicals authorization) with an incidental First-Class Mail attachment or enclosure are treated as dead mail unless endorsed "Address Service Requested."



**Standard Mail**  
6.2 Undeliverable, unendorsed Standard Mail with a nonincidental First-Class Mail attachment or enclosure is returned at the single-piece First-Class Mail or Priority Mail rate as applicable for the weight of the piece. The weight of the First-Class Mail attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Standard Mail with an incidental First-Class Mail attachment or enclosure is treated as dead mail.

**Package Services**  
6.3 Undeliverable, unendorsed Package Services with a nonincidental First-Class Mail attachment or enclosure is either forwarded or returned at the single-piece Package Services rate. The weight of the First-Class attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Package Services with incidental First-Class attachments or enclosures is returned at the single-piece Package Services rate.

## 7.0 MIXED CLASSES

**Combination With First-Class**  
7.1 Combination mailings of First-Class Mail with Standard Mail or Package Services are provided the forwarding and return service of Standard Mail, as appropriate:

- a. An undeliverable combination mailpiece, including a piece that cannot be forwarded, one part of which is First-Class Mail (other than an incidental First-Class attachment or enclosure), must be returned to the sender, subject to the charge for return according to its class. The weight of the First-Class piece is not included when computing the charge for return of the Periodicals, Standard Mail, or Package Services part.
- b. Items with incidental First-Class enclosures or attachments are returned according to the class of the host piece.
- c. An undeliverable combination mailpiece *that is not returnable to the sender*, of which one part is First-Class Mail, is given the treatment that applies to the class of the other part.

**Other Combinations**  
7.2 Pieces of Periodicals, Standard Mail, or Package Services with other classes of mail attached or enclosed (other than incidental First-Class attachments or enclosures) must be forwarded as specified for the host piece by the applicable standards. Neither the enclosures nor the host piece are provided the forwarding service of First-Class Mail.

**Host Piece**  
7.3 Any undeliverable combination mailpiece that does not include First-Class matter is given the treatment applicable to the host piece.

**Parcel**  
7.4 A combination parcel containing Media Mail and Bound Printed Matter is charged postage at the Parcel Post Inter-BMC rate when forwarded or returned.

## 8.0 DEAD MAIL

**Basic Information**  
8.1 Dead mail is matter deposited in the mail that is or becomes undeliverable and cannot be returned to the sender from the last office of address. Every reasonable effort is made to match articles found loose in the mail with the envelope or wrapper from which lost and to return or forward the articles.

- a. Nonmail matter (e.g., wallets and bank deposits) found in collection boxes or at other points within USPS jurisdiction is returned postage due at the single-piece First-Class Mail or Priority Mail rate for keys and identification devices that is applicable based on the weight of the matter.



- b. Undeliverable, unendorsed Standard Mail, printed matter, circulars, newspapers, magazines, and other publications, and unidentified articles that have no value are disposed of as waste.
- c. Undeliverable articles of \$10 or more in value are treated as dead mail.
- d. Dead letters are opened at mail recovery centers to determine the name and address of the addressee or sender to permit delivery or return.
- e. Except for unendorsed Standard Mail, all undeliverable Standard Mail and Package Services, and insured First-Class Mail containing Standard Mail or Package Services enclosures, that cannot be returned because of an incorrect, incomplete, illegible, or missing return address is opened and examined to identify the sender or addressee.
- f. Dead parcels are opened at mail recovery centers to determine name and address of the addressee or sender to permit delivery or return. Dead parcels returned to the sender or delivered to the addressee are rated postage due at the zone rate from the dead parcel branch. If parcels are endorsed to show that they are USPS property, or that the sender refused to pay postage due on return as undelivered, the parcels are considered USPS property.

**Books and Sound  
Recordings**  
8.2

Books and sound recordings are disposed of by the USPS under [8.1](#) and [8.3](#), unless the publisher or distributor requests that books and sound recordings bearing specific trade names, company names, or other organizational identifications be released to the requester or its representative. The requester must submit a written application to the [Manager, Policy and Program Development, Office of Consumer Advocate, USPS Headquarters](#). The application must state that the requester is the publisher or distributor of the books and sound recordings listed. The request may specify only one location where the books and sound recordings are to be picked up. If the request is approved, instructions and conditions for release are established. The approval stays in effect for 5 years or until canceled in writing by the requester or the USPS.

**USPS Policy and  
Procedures**  
8.3

The *Postal Operations Manual* contains USPS policy and procedures for handling and disposing of dead mail (including through sale at auction or by donation to institutions).

